

108 CMR 12.00: DISTRICTS AND DUTIES OF VETERANS' AGENTS

Section

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12.01: Providing Required Services to the Veterans and Dependents

- (1) The directors of veterans' services of every district shall perform the duties of their office in each of the municipalities comprising such district.
- (2) The Secretary requires every district, whether existing or newly formed, to maintain a central office within the district to insure that veterans and their dependents will be able to contact and receive such proper advice and assistance by a district's director of veterans' services.
- (3) Districts are encouraged to maintain satellite offices in the municipal buildings in other municipalities within said district where veterans and their dependents can meet in confidence with the district director.
- (4) In every central office maintained within the district, the hours of operation shall be the hours of operation of the main municipal building of that municipality. In every office or municipal building, the name of the District Director, hours of operation, locations of every office within said district, and telephone numbers shall be posted conspicuously and readily accessible for all to read.

12.02: Prior Approval of Secretary Necessary to Form or Expand a District

- (1) The Secretary, relying upon the statutory authority of M.G.L. c. 115, § 14, requires any municipalities contemplating the formation or expansion of a district to submit a request for approval prior to forming or expanding a district.
- (2) To provide a rational basis upon which the Secretary will consider any request for approval to form a district, the following information must be provided:
  - (a) the names of each municipality seeking to form a district,
  - (b) the population of each municipality,
  - (c) the position title of each person to be employed
  - (d) the central office location,
  - (e) any satellite office location, and
  - (f) hours of operation for the central office and every satellite office.

12.03: Requirements of St. 1972, c. 471 for Full-time Veterans' Agents

Notwithstanding any provision of the law to the contrary, any city or town having a population over 12,000 and having a part-time veterans' agent or part-time director or veterans' services shall, at the end of term of such agent or director, whether by resignation, retirement or otherwise, either join a veterans' service district in manner provided by M.G.L. c. 115 § 10, or appoint a full-time veterans' agent or director of veterans' services. These provisions shall not apply to any city or town so long as the incumbent of the office of part-time veterans' agent or part-time director of veterans' services holds such office by reappointment.

12.04: Duties of Veterans' Agents

- (1) With the approval of the Secretary, a municipality may assign non-veterans' business to full-time veterans' agents for the municipality, provided he or she is available to perform veterans' business during normal hours of town or city hall business. The full-time veterans' agent shall not hold any other full-time position in the municipality.

12.04: continued

- (2) In addition to administering public assistance benefits under M.G.L. c. 115, the veterans' agent shall also assist veterans in obtaining VA compensation and pension.
- (3) The veterans' agent shall furnish information, advice and assistance to veterans and their dependent to enable them to procure the benefits to which they are or may be entitled relative to employment, vocational or other educational opportunities, hospitalization, medical care, and other veterans' benefits.
- (4) The veterans' agent shall acquire and have on hand copies of current booklets and other printed matter pertaining to statutory rights of veterans provided under state and federal laws. They shall also work in close coordination with existing federal agencies established for the aid of veterans, and they shall enlist the support of hospitals within their respective communities or districts for carrying out their mission.

REGULATORY AUTHORITY

108 CMR 12.00: M.G.L. c. 115, § 2 and c. 30A, § 3.